

Position Description

Position Summary

Title	Program Facilitator – Financial Wellbeing
Purpose	The Program Facilitator tailors and delivers financial wellbeing workshops for social enterprise employees and support staff, working with diverse cohorts, including people experiencing disadvantage. The role is accountable for delivering the program to agreed scale, timelines, budget and quality standards, primarily through face-to-face facilitation (with virtual delivery where required), including both train-the-trainer and direct cohort delivery, in close collaboration with partner social enterprises.
Reports To	National Programs Manager
Team	No direct reports
Location	Melbourne/Sydney

Key Accountabilities

Program delivery	- Facilitate engaging, participant-centred financial wellbeing workshops for employees of partner social enterprises - Deliver sessions primarily face-to-face, with some virtual delivery as required - Tailor content and facilitation style to suit different cohorts, industries and levels of financial literacy
Working with diverse communities	- Deliver programs in environments supporting people who may experience financial stress, disadvantage or complex life circumstances - Apply trauma-informed, strengths-based and culturally responsive facilitation practices - Exercise sound judgement and empathy when navigating sensitive discussions
Program quality & impact	- Deliver programs in line with agreed objectives, timelines and budgets - Uphold consistent quality and professional standards aligned with WBE values and NFP best practice

Key Accountabilities

	Contribute participant insights and delivery feedback to support continuous program improvement
Stakeholder relationships	- Build respectful, collaborative relationships with partner social enterprises - Work closely with partner staff to understand workplace context, participant needs and operational constraints - Represent White Box Enterprises professionally within the social enterprise and NFP sectors
Administration & reporting	- Maintain accurate delivery records, attendance and required documentation - Support evaluation and impact measurement activities through feedback and data collection
Health and Safety	- Take every care for your safety at work and the health and safety of others - Comply with all WHS, policies and procedures
Compliance with Key Policies	- Comply with all WBE policies including people, financial and operational - Works within WBE's Risk Framework and always adopts a risk mindset

Knowledge, Skills and Education

Qualifications	- Relevant tertiary qualification or equivalent experience in education, community services, financial capability, social work, training, youth or employment services, or a related field - Professional development or training in facilitation, adult learning, trauma-informed practice or financial capability delivery is desirable
Experience	- Demonstrated experience facilitating group-based learning or workshops with adult learners, using participatory and learner-centred approaches rather than lecture-style delivery - Experience delivering programs or education in community, workplace, social enterprise or not-for-profit settings - Proven ability to adapt content and facilitation style to participants with diverse backgrounds, lived experiences and varying levels of financial capability - Experience working with people who may experience disadvantage, financial stress or complex life circumstances, and the ability to navigate sensitive discussions with professionalism and care - Experience working independently in a delivery role while remaining accountable to program frameworks, reporting requirements and organisational values

Knowledge, Skills and Education

	• Experience contributing to program evaluation, feedback collection or continuous improvement processes
Skills	• Strong facilitation skills with a positive, engaging and supportive style that encourages participation and reflection • Ability to translate financial concepts into practical, accessible and relevant learning that supports behaviour change • Highly developed interpersonal skills, including empathy, active listening and appropriate boundary management • Strong organisational and time-management skills, with the ability to deliver programs on time and within scope • Capacity to build effective relationships with a broad range of stakeholders, including participants, partner organisations and internal teams • Sound judgement and emotional intelligence when working in environments that may involve sensitive personal information • Confidence working in dynamic environments with changing participant needs or delivery contexts

Who you would collaborate with and work alongside

Internal	• National Program Manager • Financial Wellbeing Program team • Broader WBE team
External	• Social enterprise employees and participants • Managers and staff within partner social enterprises • Professional networks and associations